



U.S. Department
of Veterans Affairs

Fact Sheet

Office of Public Affairs
Media Relations

Washington, DC 20420
(202) 461-7600
www.va.gov

Veterans Access, Choice, and Accountability Act of 2014 Section 204: Improvement of Access of Veterans to Mobile Vet Centers and Mobile Medical Centers of the Department of Veterans Affairs

On August 7, 2014, President Obama signed into law the Veterans Access, Choice, and Accountability Act of 2014 (Public Law 113-146) ("Choice Act"). Technical revisions to the Choice Act were made on September 26, 2014, when the President signed into law the Department of Veterans Affairs Expiring Authorities Act of 2014 (Public Law 113-175). Department of Veterans Affairs' (VA) goal continues to be to provide timely, high-quality health care for Veterans.

Section 204 of the Choice Act directs VA to improve the access to health care and readjustment counseling services for Veterans in rural and underserved areas by standardizing mobile health services, readjustment counseling and outreach, through the use of Mobile Vet Centers and Mobile Medical Centers.

Telemedicine Capabilities

Telemedicine is one tool VA Mobile Medical Centers and Mobile Vet Centers utilize to provide Veterans in rural and remote areas the opportunity to communicate with, and receive services from trained providers. Utilizing the benefits of virtual technology, high speed internet and satellite connectivity, patients are able to directly interact with providers miles away.

Specific Services Offered

Mobile Medical Centers and Mobile Vet Centers seek to offer comprehensive and quality services needed to improve the health of Veterans, Servicemembers, and their families.

The level of services offered by Mobile Medical Centers differ depending on their location and the eligibility for participation; the range of services that may be offered through these different programs are:

- Primary health services
- Wellness promotion and immunizations
- Periodic appropriate health screening procedures
- Management of chronic illnesses
- Referral to specialty clinics, as needed

- Mental health services and well-being exams

All Mobile Vet Centers provide direct readjustment counseling, outreach, and connection to Vet Center and other VA services and benefits to Veterans, active duty Servicemembers and their families who are geographically distant from existing services.

Eligibility

Any Veteran, Servicemember or family member eligible for VA health care is eligible to use mobile health services provided by Mobile Medical Centers. Criteria for Mobile Vet Center services differ slightly in that an individual must be either:

- A veteran or member of the Armed Forces, including a member of a reserve component of the Armed Forces, who:
 - Served on active duty in a theater of combat operations or an area of hostilities (i.e., an area at a time during which hostilities occurred in that area); or
 - Provided direct emergency medical or mental health care, or mortuary services, to the casualties of combat operations or hostilities, but who at the time was located outside the theater of combat operations or area of hostilities; or
 - Engaged in combat with an enemy of the United States or against an opposing military force in a theater of combat operations or an area of hostilities occurred by remotely controlling any aspect of unmanned aerial vehicle operations, notwithstanding whether the physical location of such veteran or member during such combat was within such theater of combat operations or area.
- A family member of a veteran or Servicemember who is eligible for readjustment counseling.

Access to Services

The Department of Veterans Affairs is committed to improving access to health care and readjustment counseling services to our Veterans, and eligible Servicemembers, and families. Our Mobile Medical Centers and Mobile Vet Centers seek to bring critical health services to rural and underserved areas. You can find the location and schedule of these mobile clinics and Mobile Vet Centers by visiting www.va.gov/healthbenefits or www.vetcenter.va.gov respectfully.

Frequently Asked Questions

Q: How will this service improve access to and the quality of care for Veterans?

A: Mobile Medical Centers and Mobile Vet Centers will improve access for Veterans in rural and underserved areas by providing readjustment counseling services or health services. Services include the use of telemedicine capabilities.

Q: What kinds of services are offered by Mobile Vet Centers and/or Mobile Medical Centers?

A: The Mobile Medical Centers and Mobile Vet Centers seek to offer comprehensive and quality services needed to improve the health of Veterans, Servicemembers, and their families. The level of services offered by Mobile Medical Centers differ depending on their location. All Mobile Vet Centers provide direct readjustment counseling, outreach, and connection to Vet Center and other VA services and benefits.

Q: Who is eligible to use the services offered by these Mobile Medical Centers or Mobile Vet Centers?

A: Any Veteran, Servicemember or family member eligible for VA care is eligible to use services provided by Mobile Medical Centers in their area. Criteria for Mobile Vet Center services differ slightly and are listed above.

Q: What does a Veteran do if he or she requires additional services not typically provided by the mobile units?

A: A Veteran and his/her VA primary care provider can discuss the need for any health services. VA will then make the necessary arrangements. Mobile Vet Centers can make referrals to meet your needs for readjustment counseling or other services.

Q: Will my medical records be available at these mobile sites?

A: Yes. Through the use of technology, Mobile Vet Centers and Mobile Medical Centers will be able to maintain access to VA electronic health records or Vet Center Counseling Record.

Q: What do these services cost?

A: VHA Health Care: Some Veterans are required to make copayments (copays) to receive VA health care. While many Veterans qualify for free healthcare services, Veterans are asked to complete an annual financial assessment to determine if they qualify for free services. Readjustment Counseling Services: All services provided through Mobile Vet Centers and “brick and mortar” Vet Centers are without cost and time limitation to all eligible Veterans, Servicemembers, and families.

Q: Do I need any identification or other paperwork?

A: Official identification is required for all individuals seeking medical services. Initial proof of service is not required for readjustment counseling services through a Mobile Vet Center. Proof of military service, according to eligibility criteria, will be required for ongoing services.

You can find the location and schedule of these Mobile Medical Centers and Mobile Vet Centers by visiting www.va.gov/healthbenefits or www.vetcenter.va.gov respectfully.